Abstract of the Disclosure

Performance on a networked system is monitored through five interlocking monitoring techniques. A network monitoring process causes pseudo messages to be sent from various points in the network and monitors the progress of the pseudo messages. A client-server monitoring process monitors server availability and receives logs from various client-server processes and determines the performance of both server and server processes, which can be grouped by end-user location. A mainframe monitoring process monitors the performance of the various hardware and software components on a mainframe. A reporting and administration process compiles reports and makes them remotely available over the Internet. An e-business monitoring process monitors servers accessible to customers over the Internet by use of a Java applet which sends time stamps indicating access. The five processes are tied together through a central data repository, called a data mart.